

CITY OF DELTONA

CITY MANAGER'S OFFICE

To: Deltona City Commission
From: Dave Denny, Acting City Manager
Subject: Weekly Courtesy Report
Date: December 13, 2013

CITY MANAGER'S OFFICE thru 12/13/2013

Public Information Office (PIO): (Wendi Jackson, Community Information Specialist)

- Facebook & Twitter: Announced Lyonia Tree Cutting; Latin Jazz Concert at Library; Parade Grand Marshalls and Parade route information; Pearl Harbor Ceremony; Navigators; 8th Annual High School Showcase; "Breaking the Cycle" domestic violence seminar; Santa's North Pole; and the Waste Pro holiday schedule.
- Publicized the Navigators' visit via DeltonaTV.
- Publicized the Pearl Harbor Ceremony via E-blast and DeltonaTV and submitted for the online event calendar.
- Publicized the Latin Jazz Concert via E-blast and DeltonaTV and submitted for the online event calendar.
- Publicized the Lyonia Tree Cutting via DeltonaTV, E-blast, and submitted for the online event calendar.
- Created a photo montage for Chief Staples' farewell party.
- Working on a new logo for the Deltona 5K event.
- For the Christmas Parade: Shot video & photos; coordinated emcees and judges; setup the audio-visual platform; assisted the Public Works/Utilities Office with event signage, grand marshal signage and City Commission signage.
- Photographed farewells for Chief Staples, Diane Hicks, and Traci Houchin, as well as the first floor employees' holiday luncheon.

Press Release/s:

- Santa's North Pole

Media Relations:

- Provided information to *Al Everson of the DeLand-Deltona Beacon* regarding Goodwill.

Office of Economic Development (OED): (Jerry Mayes, Economic Development Manager)

- Met with Tom Pauls and Dinelia Santana of Planning & Development Services to share project information.
- Participated in a taped interview with Ed Noseworthy, President and CEO of Florida Hospital Fish Memorial which will be aired in January, discussing the new expansion that Florida Hospital is bringing into Deltona.
- Met with Lee Lopez and Ryan Rinaldo to plan "Economic Development DVD Solicitation" interviews.
- Met with citizen volunteer Frank Whittock, Steve Moore and Lee Lopez to discuss ongoing modeling projects.
- Prepared and sent out the DEDAB Commerce Park Sub-committee Agenda, Minutes and December 13th meeting notice. The public is welcome and encouraged to attend.
- Attended the Second Annual "Run for Your Heart 5-K" planning meeting. This event is planned for February 15th and will bring focus to the new "River-2-Sea Trail" at the south end of Deltona Boulevard to Inspiration Park at Providence Boulevard and Doyle Road.
- Worked on (1) the Deltona Scrub Jay Mitigation Plan report from Miller-Legg, (2) the Feasibility Study of a Business Incubator in Western Volusia County (requested and paid for by Volusia County), and (3) the

Boyette Strategic Advisors' "West Volusia County Site Assessment: City of Deltona", commissioned by Team Volusia EDC.

- Met with staff to discuss Brownfields Grants.
- Met with staff and members of the Transportation Planning Organization (TPO) regarding the "Lakeshore Loop" section of the "River-2-Sea Trail" project.
- Chris Bowley, Ron Paradise, and I met with Alison Stettner and the Planning staff of Orange City to discuss the Rhode Island Flyover, which would be an overpass with limited accessibility to I-4 and would also connect Veteran's Memorial Parkway (Orange City) and Normandy Boulevard (Deltona) as part of the projected I-4 expansion.
- Attended a meeting of Volusia County School District's "Health Service Industry Advisory Council" as a part of the High School University's Career Cadre Connection Advisory Board, to discuss medical training in our high schools and institutions of higher learning, as employers and developers view workforce education as a primary contributing factor for decisions about locating to a particular area.

BUILDING & ENFORCEMENT SERVICES (Dale Baker, Director) thru 12/06/2013

Building Services Division:

Building Permits issued for the week	63
Valuation of work permitted for the week.....	\$1,884,533
Inspections completed for the week	147
Total Permits issued for Fiscal Year 13/14	577
Valuation of work permitted for the year 13/14	\$5,578,855
Permits Issued:	
A/C Change Out	8
Addition	1
Building Residential.....	4
Door Replacement	1
Electrical	6
Fence.....	9
Garage Door Replacement.....	2
Interior Repair.....	1
Photovoltaic	1
Plumbing Re-pipe	1
Reroof.....	11
Right of Way.....	4
Shed	4
Sign	1
Solar Panel Install	3
Water Heater Replacement	4
Window Replacement	2
Total	63

Enforcement Services Division:

Requests for services this week	307
Animals impounded at the humane societies	23
Citation warnings issued	27
Courtesy notices	112
Abatement notices	20

Citations issued	13	
Code Enforcement telephone calls	128	
Animal Control calls	123	
Solid Waste calls	82	
Citizen walk in requests for Code Enforcement assistance	4	
Citizen walk in requests for Animal Control assistance	25	
Citizen walk in requests for Solid Waste assistance	0	
Properties requiring grass to be cut by contractors	10	(at a cost of \$400)
Certified mailings sent out	56	(at a cost of \$343)
Money collected for Animal tags, liens and return to owners	\$3,250	
Foreclosures for this week: Deltona	30	
County	42	
Total	72	

CITY CLERK'S OFFICE (Joyce Kent, City Clerk) thru 12/04/2013

2nd Floor HR/CC Walk-In Customers	25	
2nd Floor calls Answered	58	
Packages Received	47	
Packages Picked Up	1	
A/P Invoices Opened	114	
Newspapers	24	(7.5 hours)
Public Records Requests Received	5	
Public Record Request Amount Received	\$25	
Documents imaged, pages	5,592	

FINANCE DEPARTMENT (Bob Clinger, Finance Director) thru 12/13/2013

- Met with the Florida Department of Transportation regarding the Lakeshore Loop project.
- Worked with Housing Grant staff to determine a National Objective for parks projects not located within a Community Development Block Grant (CDBG) target area.
- Participated on a conference call with the State Hazard Mitigation Plan Advisory Team to learn about the Hazard Mitigation Grant Programs.
- Attended the Biggerts-Water informational meeting in Daytona Beach in conjunction with the Community Rating System and the program to lower Flood Insurance Premiums for Deltona residents.
- Attended quarterly Volusia/Flagler Government Finance Officers Association business meeting.
- Posted bid for HVAC Repairs and Preventative Maintenance citywide.
- Met with Fastenal regarding The Cooperative Purchasing Network contract and vending machines for Maintenance, Repair and Operating supplies.
- Attended ongoing online purchasing class – “Fundamentals of Leadership and Management”.

FIRE/RESCUE DEPARTMENT (Deputy Chief Robert Rogers) thru 12/10/2013

Deputy Chief Rogers:

- Alarm summary 12/3/2013 to 12/9/2013

Structure fire	0
Vehicle Fire	0
Wild land, grass, trash	3
Miscellaneous Fire	14
ALS Medicals	56
BLS & Misc. Medicals	65
Hazardous Condition	1
Service Calls	5
Good Intent	17
<u>False Alarms</u>	<u>2</u>
TOTAL	163

- Worked with consultant and completed the After Action Report for the Table Top Drill as the last phase of the update to the Comprehensive Emergency Management Plan (CEMP) and Continuity of Operations Plans (COOP) (attached).

Deputy Chief Rafferty:

- Conference call with Telestaff.
- Conference call with American Heart Association.
- Attended Uniform Committee meeting.
- Participated in Public Safety videotaping with Lee Lopez.
- Met with Chief Debose regarding training and Joint Occupational Safety & Health issues.
- Met with Chief Swisher regarding Special Operations Program.
- Prepared Medical Emergency Response Vehicle (MERV) for the Christmas Parade.
- Assisted Seminole County Fire with the Battalion Assessment Center.

HUMAN RESOURCES DEPARTMENT (Thomas Acquaro, Director) thru 12/11/2013

- Performance Evaluations processed: 3
- Deltona JOBS Program Folders
 - 2nd Floor lobby – (10) added
 - Total # of Deltona JOBS Program folders taken – (0 this week; 1,610 to date)
- Applications received:
 - (01) Waste Water Operator
 - (02) Water Operator
 - (00) Fire Chief
 - (00) Network Analyst
 - (02) Firefighter/EMT
 - (03) Parks Attendant
 - (15) Public Works Tech
 - (07) Utility Customer Service Rep. Supervisor
- Coordinated with several Department Directors regarding personnel actions and labor relations issues.
- Processed 2 FMLA requests.
- Separations processed including exit interviews: R. Staples, Fire Chief (retired), D. Vann, Int. Parks Attendant (termination).

- Wellness Committee met with Gene Gizzi and Halifax Health representatives regarding the 2013/2014 Employee Wellness program.
- Reviewed a formal job reclassification/promotion request and also a proposed reclass request; coordinating reclass review meeting.

PARKS AND RECREATION DEPARTMENT (Steve Moore, Director) thru 12/07/2013

Administration:

- Met with staff to discuss the Lakeshore Loop.
- Met with Dade Paper to discuss upcoming orders.
- Met with Wesco Turf to discuss maintenance of turf equipment.
- Met with Electrical Solutions regarding an electrical issue at the Lakeshore Community Center.
- Prepared the Library Auditorium for the upcoming Santa's North Pole event on Sat. December 14th.
- Met with Bimbo Bakery Products to coordinate the delivery of 120 loaves of bread for the food drive.
- Met with Landscape Structures to discuss splash pad renovation.
- Completed listings for air conditioning units throughout City.
- Processed 6 permits for pavilion and field rentals.

Facility Use Permits (12/01/13—12/07/13):

• Deltona Community Center	2 permits issued	Weekly attendance – 637
• Harris M. Saxon Community Center	1 permits issued	Weekly attendance – 505
• Wes Crile Park	2 permits issued	Weekly attendance – 1,508
• Skate Park	10 new passes	Weekly attendance – 532

Special Events/Programs:

Deltona Regional Library:

- Santa's North Pole - Saturday, December 14th from 4:00-8:00 p.m.

Harris Saxon Community Center:

- Boys and Girls Club After-School Program continues.

Partner Leagues Currently Underway:

- Florida Basketball & Volleyball Association (FBVA) winter program begins in January.
- Men's Softball – Polar Bear League starts in January.

Parks Maintenance:

Weekly tasks include opening and closing all the parks; cleaning and stocking restrooms; picking up and emptying trash at parks and facilities; taking goods to storage, including seasonal items; cleaning the depot trailer, barn and yard; cleaning pavilion areas (ceilings, tables, grilles, etc.); cleaning playgrounds and sidewalks, taking vehicles to Fleet for maintenance.

- Picked up message boards and returned them to the Depot.
- Picked up trailer from Sports Complex, and lift at City Hall.
- Took tables to the Water Department for the Christmas Parade.
- Put up outdoor Christmas tree and wreaths on front patio.
- Worked on floats for Parade.
- Dwight Hawkins – Painted over graffiti in restroom.

- EVAC Building – Took down wooden fence; covered holes and removed parking stops preparatory to installation of new fence around overflow parking area.
- Lake Gleason – Removed graffiti from benches inside pavilion.
- Manny Rodriguez – Mulched new playground area; ground stumps.
- Wes Crile – Repaired ladies restroom; ground slab.

City Hall, Fire Station, Sheriff's Department and 1691 Providence (Sheriff) Building Maintenance:

Weekly janitorial service includes cleaning the Fire Station and inspecting Sheriff's building; opening and closing City Hall; vacuuming the Chambers and other areas; emptying trash and recycle bins; setting up Chambers for various meetings and resetting afterwards; monitoring temperature throughout the building; replenishing restroom and other supplies throughout the entire building; cleaning and maintaining all restrooms, water fountains and refrigerators; replacing light bulbs and ceiling tiles as needed throughout the building, courtyard and walkway; moving or assembling furniture, cubicle panels and other items for various departments as needed; landscape maintenance; sweeping and washing sidewalks, main entrance, lobby, stairwells and elevators; performing other miscellaneous tasks as needed.

- Reconfigured payroll office in Finance Department.
- Moved Christmas trees from storage to various locations throughout City Hall, and assisted with Christmas tree in lobby.

Sports Turf Maintenance:

- Normal routine maintenance at: Dewey Boster Sports Complex, Baseball and Pony League Fields, Vann Park, Dupont Lakes and Wes Crile Park.
 - Mowed Campbell, DuPont Lakes, Vann Park and Wes Crile Parks.
 - Raked and lined Dupont Lakes.
 - Raked Wes Crile; edged infield and added clay.
 - Sprayed infield at Vann Park.
 - Edged infield at Dupont's True Field and added clay as necessary.
 - Checked irrigation at Dupont Lakes.
 - Sprayed herbicide at Campbell, Dupont, Vann and Wes Crile.
- Sports Complex including Pony League:
 - Mowed, edged and weed-whacked fields at Complex.
 - Mowed and edged Pony League and overflow parking.
 - Pressure washed concession stand restroom.
 - Sprayed Triplex Micro and RX Supreme.
 - Sprayed infield at Pony League and landscape beds with RoundUp (herbicide).
 - Painted soccer bathroom floor.

PLANNING & DEVELOPMENT SERVICES (Christopher Bowley, Director) thru 12/11/2013

Executive Summary:

Planning and Development Services is preparing for a full agenda for the December 18th Planning and Zoning Board meeting. The agenda includes the following items:

1. Ordinance No. 17-2013 – Amendment to the Capital Improvements Element of the Comp Plan;
2. Ordinance No. 18-2013 – Land Development Code Phase II-B Amendments;
3. Project RZ13-007 – Zoning Amendment for the Tractor Supply Company site; and
4. Project RZ13-008 – Zoning Amendment for the Saxon-Sterling Silver BPUD site.

Planning:

The Planning Section met with representatives of the River-to-Sea Transportation Planning Organization and the Florida Department of Transportation concerning the outstanding items needed to be able to commence with the Lakeshore Loop project design. Staff also scheduled a combined pre-development/pre-construction meeting with the RaceTrac development team for the site located adjacent to Deltona High School and within the Deltona Village. Finally, staff began work on the Model 2013 Floodplain Management Ordinance provided by FEMA, which provides changes to that adopted in 2011. While the majority of changes are associated with updated Florida Building Code standards, the new FEMA Flood Insurance Rate Maps (FIRM) panels are significantly improved for Deltona. These maps go into effect on February 19th, and the ordinance should be adopted prior to the effective date.

Housing & Community Development Section:

The Housing and Community Development Section is in the process of creating a list of key annual milestones within each grant fund program – CDBG, NSP, and SHIP – to be able to create a master annual schedule for the section. The purpose of the schedule is to be able to program an annual schedule of items that have to be met, versus those projects that are in addition to mandatory deadlines.

There are four (4) houses under contract to Very Low Income applicants within the NSP program and it is anticipated that there will be no additional closing on an NSP home this calendar year. One house is being completed for construction by the end of 2013, which leaves eight (8) homes to be finished.

PUBLIC WORKS (Gerald Chancellor, Public Works Director/City Engineer) thru 12/07/2013

Traffic Operations:

Weekly tasks include monitoring crews and downloading and evaluating traffic survey information.

- **Signs:**
 - Completed 1 sign repair work ticket in the City.
 - Fabricated and installed 6 new street name signs.
- **Asphalt:**
 - Repaired 10 asphalt repair work tickets – 4 ½ tons.
 - 1317 Buccaneer – repaired cross cut for Stormwater – 1 ¼ tons.
 - 1303 Buccaneer – repaired cross cut for Stormwater – 1 ton.
 - 1309 Buccaneer – repaired cross cut for Stormwater – 1 ¼ tons.
 - 1299 Buccaneer – repaired cross cut for Stormwater – 2 ½ tons.
- **Message Boards:**
 - Doyle @ Deltona Blvd, Howland @ SR 415 – continued message boards for Holiday Parade.
 - Saxon @ N Normandy Blvd – reprogrammed for Holiday Parade.
 - Howland @ Graves – removed message board (malfunctioning).
- **Thermoplastic Striping:**
 - 24" white stop bar – 11'; 11'; 15'; 18'; 14'; 13'; 14'; 10' 11'; 13'; 11'.
 - 12" white crosswalk – 61'; 66'; 69'; 62'.
- **Miscellaneous:**
 - Newmark @ Whipple – repaired red flasher at 4-way stop.
 - Sign shop – loaded all cones; lighted barricades; A frame barricades; road closed signs needed for parade, and deployed at Deltona Blvd.

Field Operations:

Weekly tasks include evaluating work orders called in by residents.

- **Concrete:** Sidewalks – 1451 Layton – 5'x 4'; 1445 Hartley – 10'x 4'; 1324 Hartley – 4'x 4'; 980 – 24'x 4'.
- **Clam Truck:**
 - Debris – 5
 - Trimming – 6
- **Slope Mowing:** 2020 Dixie Bell – 80'; Old Mill – 400'; 1658 Bismarck; - 120'; Monica & Eden – 160'; Deltona Blvd – 80'; 2259 E Firwood – 80'; 1634 Monica – 120'; Whitewood – 40'; Shadow Ridge & Indian Rock – 200'; Heritage & Glover – 60'; Shadow Ridge & Coronado – 240'; 734 Armadillo – 80'; 1280 Old Mill – 80'; 1175 N Old Mill – 30'; 1155 N Old Mill – 80'; 762 Arlene – 400'; 1395 Valhalla – 80'; 2461 Delbarton – 160'; Placid & Old Mill – 80'; 1152 Vicksburg – 80'; Vicksburg & Union – 80'; Arlene & El Prado – 420'; Nixonton & Sedgfield – 80'; 2578 Tryon – 120'; 1412 Summit Hill – 60'; 1482 Drysdale – 200'; 1514 Monica – 80'; 710 Armadillo – 80'; 2569 Sedgfield – 80'.
- **Drop Offs & Sod:** Howland & Ft Smith – repaired drop off with recycled concrete.
- **Miscellaneous:** City Wide – hung Seasons Greetings banners.

Fleet Maintenance Division:

- | | | |
|------------------------------|--------|--------------|
| • Vehicles | PM – 6 | Repairs – 11 |
| • Equipment | PM – 5 | Repairs – 20 |
| • Fire Dept Station Checks | 9 | |
| • Road Calls | 2 | |
| • Parts Run/Vehicle Delivery | 4 | |
| • CDL Testing | 1 | |

Stormwater Division:

Weekly tasks include check and monitor all electric pump stations; respond to all safety concerns; talk to residents about their concerns; check and record lake levels; manage current CDBG projects; implement NPDES Inspection program.

- **Construction Crew:**
 - 1300 Buccaneer Dr – dug out the four road cuts so asphalt can be laid.
 - 3351 St James Ave – sealed up the rip rap wall around the pipe where the washout was; filled in the washout; placed sod.
 - Elkcarn Blvd – completed installing the railing on the sidewalk and placed sod.
 - 2290 Fountainhead Dr – repaired 4' of 6" sock pipe that was crushed.
 - 2521 Tansboro – filled in the washout; compacted; placed sod.
- **Drainage Area Maintenance (Aebi Mowing):**
 - Drainage Right of Ways mowed – 756 Red Coach; 1570 Zinnia Dr; 1724 Whipple Dr; 1740 Whipple Dr; 1701 Amboy Dr; 1501 Tivoli Dr; Waterfall Cir.
 - Ponds mowed – 686 Tradewinds; 2307 Greenwood; 2868 Slater Dr; 201 Howland; Montego; Cloudercroft; Haulover/Courtland; Borinquen; Pamona; Whipple.
- **Right of Way Mowing Crew:**
 - Main roads mowed – Captain Dr; Haulover Blvd; Courtland Blvd; Normandy Blvd; Deltona Blvd.
 - Sectors mowed – 9; 10; 11; 12; 13; 14; 15.
 - Alleys mowed – 484; 1021; 1023; 1024; 1898.
- **Right of Way Litter Crew:** Main road trash pickup – Elkcarn Blvd; Haulover Blvd; Captain Dr; Catalina Blvd; Tivoli Dr; Normandy Blvd; Cloverleaf Blvd; Anderson Dr; Alexander Dr; Ft Smith Blvd; Deltona Blvd..

• **Miscellaneous:**

- City Wide – inspected all pump stations.
- Meadowlark retention area – installed a “No Trespassing” sign.
- Red Coach/Kinlock – picked up trash and household items and put in Right of Way for clam pickup.
- Glancy retention area – installed a “No Trespassing” sign and two posts with a chain to keep vehicles out.
- 1402 Eden Dr – cleared the weeds around the headwall.
- 185 Sheryl Dr – mowed the approach to the water control structure.
- 1300 Buccaneer – watered the newly laid grass.
- 1250 Wheeling Ave; 1104 Norwood Dr – mowed and trimmed around the pump station.
- Deltona Blvd – blew the sand out of the curbs from Normandy to Enterprise for the parade.

UTILITIES (Gerald Chancellor, Public Works Director/City Engineer) thru 12/07/2013

Customer Service

December 2013	Total week ending 12/08/2013
DW – Lockbox	2832
Ebox	1432
Call Center Calls	2230
Walk-ins/Drop Box	1771
On-line Payments	1794
IVR	1153

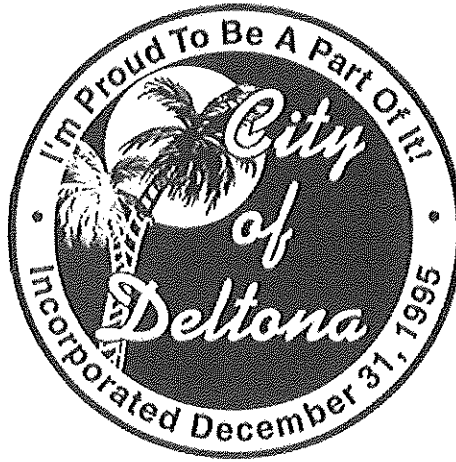
Customers Disconnected for Non-Pay

December 2013	Total week ending 12/08/2013
Total on Disconnect List	117
Off in error/DW error	0
Off in error/Munis error	0
Misapplied Payment	0

Construction Log & Service Orders

December 2013	Total week ending 12/08/2013
Water Service	0
Meter Sets	1
Reclaim Meters	0
Fire Hydrant Installs	0
Fire Hydrant Replacement	0
Fire Hydrant Repair	0
Replace Meter Box	13
Locates Received	66
Locates Completed	73
Main Leaks	2
Service Leaks	3

Sewer Repairs	0
Sewer Blockage	6
KV2 Valves	0
Service Replacements	0
Meter Change Outs	10
Service Orders	417
Disconnects	117
Drainfield Leaks	0
Meter Retirements	16



CEMP and COOP Update After Action Report

2013

**Davis & Davis Consulting
Orlando, FL
407-509-4041**

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Executive Summary

In early 2013, The City of Deltona engaged Davis & Davis Consulting to review and update the City's Comprehensive Emergency Management Plan (CEMP) and existing Continuity of Operations Plans (COOP). The CEMP was last updated by Emergency Response Planning & Management, Inc. in October 2007. The COOP was originally developed by Emergency Response Planning & Management, Inc. in June 2005. This update of these two plans has been completed, and followed the CEMP planning and review criteria as documented by the Florida Division of Emergency Management. The CEMP review included consideration of the City's growth and changes to the City's organization and areas of responsibility and identified structure and resources available to the jurisdiction to prepare for, respond to, recover from, and mitigate identified hazards.

This review resulted in a number of changes to the CEMP and to the Emergency Support Functions supporting the CEMP. These changes were required as a result of organizational changes between the City and Volusia County, such as the Volusia County Consolidation of the Emergency Communications Center (911), and the incorporation of EVAC into Volusia County's EVAC/Emergency Medical Services; and changes within the City of Deltona Departments, including the move of Fire Loss Management out of the Fire Department into Construction Services and the reorganization of the Building & Enforcement Services Department.

These changes also resulted in two additional COOP plans being developed for the City, one for the Building & Enforcement Services Department and one for the Information Technology Services Division (ITSD). A review of COOP plans for the Fire Department, Finance Department, Public Works Department, and Deltona Water were completed.

The reorganization of Public Works and Deltona Water into a single department was considered, however the result was to retain two separate COOP plans. The location of, and the focus of, the two divisions are unique enough and support the Citizens of Deltona in such diverse areas that the Emergency Response Functions were deemed to operate best independently.

A tabletop training exercise was also held on October 30, 2013 as a result of this CEMP/COOP update project. Observations and areas of improvement from this exercise are also included in this After Action report.

Strengths

The City's Emergency Management, under Deputy Chief Robert Rogers, has maintained consistent updates to the Department specific Emergency Response Plans that support the City's CEMP and EOC operations, including changes in response to Department reorganizations. Recognizing the focus the City's departments have kept on the Emergency Response Plans, efforts were made to remove dynamic checklists from the COOP plans, and refer to the Department Emergency Response Plans. This action will reduce efforts for continuing updates on the COOP, and keep all City Emergency plans more in sync.

Areas for Improvement

While the participating departments focus properly on support of the EOC in times of citywide disasters, the focus on Continuity of Operations in case of a single facility disaster, or loss of internal resources is not met with the same level of focus. The current plans are based on the assumption that an Early Warning will be made, such as a Hurricane, and are not written assuming response to an immediate disaster such as a tornado, or a single building disaster such as a building fire or workplace violence.

Exercises such as the annual Statewide Hurricane Exercises or other local exercises at the EOC or at the department level should be followed by an After Action Report with Findings and Recommendations.

The Findings and Recommendations section of this document details the action items that resulted from this comprehensive review of these documents, the CEMP, the supporting ESFs and the Department COOP plans. The observations from the Tabletop Exercise are also included in the Findings and Recommendations.

Required updates

The City of Deltona Comprehensive Emergency Management Plan and the Continuity of Operations Plans should be updated every 5 years. The County CEMP is required to be updated every 5 years and must be submitted to the Florida Division of Emergency Management. The Local Mitigation Strategy also undergoes a 5 year review and update. By placing the City plans in this same cycle all plans are kept current and in sync as hazards or response plans change. Annual updates to the Department specific Emergency Response Plans should continue and should include a comparison to the CEMP, ESF Roles and Responsibilities and a review and update of all the department Essential Functions.

Findings and Recommendations

#	Task, observation or concern	Recommendations	Responsible Party/Department	Target Date
1.	<p>The Tabletop scenario included power disruption and building damage that would preclude the safe activation of the City Hall emergency generator.</p> <p>In this scenario this would have prevented generator power from being supplied to the EOC, even though it is structurally a separate building.</p>	<p>Investigate and determine if City Hall and the EOC are on separate switches from the generator so that either one, or both, could be powered. If not, put an action plan in place to provide separate power connections.</p> <p>As an alternative, provide a power (and communications) "Hitching Post" at the EOC to connect external power</p>	Parks Department to investigate	3/28/2014
2.	An active part of the EOC responsibilities is continuous update to the citizens. The City of Deltona EOC does not have a media relations meeting area, however allowing media into the EOC is not recommended either.	The city should designate a Media Relations briefing area separate from the EOC.	Public Information Officer	3/28/2014
3.	During the Tabletop Exercise it was recommended to move ESF 18, Business and Industry should be under the NIMS Planning Section, from the Operations Section.	The recommendation was accepted and the NIMS chart on page 21 of the CEMP was modified showing the change. An updated copy of the CEMP has been delivered to Chief Rogers.	Davis & Davis Consulting	Completed

CEMP and COOP Update After Action Report

4.	The current primary recovery site for the City's Information Technology is the Water Department facility on Enterprise Road. This facility is not a hardened facility, and would be "at risk" from a regional wind related disaster.	Fire station 65 should be identified and fit up as the alternate IT site. The site is hardened, and is on generator power of sufficient wattage to operate the data center. Racks for server deliver and installation, and additional network connectivity should be planned and implemented.	ITSD	3/28/2014
5.	Station 65 has adequate infrastructure to support an alternate IT site with the exception of network connectivity.	Adequate network connectivity could be provided without contracting for a new point of entry by connecting Station 65 to the network entry point at City Hall. The city should consider purchasing analog lines between station 65 and city hall, but not enabling them. They could be priced as "Dead" copper, and turned up when needed. An alternative would be to install Fiber.	ITSD	Feasibility and Budget by 3/28/2014
6.	The scenario used in this Tabletop would have resulted in water damage to both the ITSD server room on the second floor and telephone/internet room on the 1 st floor of City Hall. Either would have caused loss of telephone and internet communications.	Perform a physical risk assessment and mitigation analysis of the exposure to such damage, and mitigate.	ITSD	3/28/2014
7.	ITSD's internet connection for the EOC comes from City Hall and would have been interrupted in the scenario used in this Tabletop Exercise.	ITSD Has TV access into the EOC, and will research gaining Internet access via the same carrier as an alternate internet connection.	ITSD	3/28/2014

CEMP and COOP Update After Action Report

8.	<p>Downtime Procedures are assumed, but not documented. Individual departments assume they can perform their Essential Functions without access to technology, but procedures to support that assumption are not written, and therefore not exercised.</p> <p>Individual Departments do not conduct independent Continuity of Operations Plan (COOP) exercises with the assumption that they, and only they, are displaced from their workplace.</p>	<p>Individual departments should exercise their COOP plans by relocating to their alternate site and use their downtime procedures for a workday to verify the process can support the Essential Functions. If they cannot, then the COOP plans and IT requirements should be updated.</p>	All Department Heads	9/30/2014
9.	<p>The individual departments are dependent upon ITSD for technology recovery, but have not defined their Recovery Time Requirements to ITSD.</p>	<p>Each department should complete a Business Impact Analysis (BIA) defining their impact to the ability of the City Government to function and support the citizens of Deltona, and define to ITSD their technology recovery requirements.</p>	Risk Management	6/30/2014
10.	<p>Individual locations, such as City Hall, do not provide City employees a method of "Early Warning" or "Call for Help" for threats from visitors or intruders.</p> <p>Deltona Water has security between visitors and all employees. Fire Station Headquarters has security until the outside door is opened, which provides access to all offices. City Hall provides a secondary security, but leaves up to 25 employees exposed to potential violence outside of that security.</p>	<p>While we all depend upon the 911 call system to call for help, an agitated visitor may not justify a 911 call, or at the other extreme, may prevent a 911 call.</p> <p>All reception locations should have a two button warning system. One for internal call for help "I feel uncomfortable here", and a second for a discreet 911 automated call.</p>	Enforcement Services	3/28/2014

CEMP and COOP Update After Action Report

11.	The Tabletop scenario exposed a risk to the Personnel Dept. file storage room. The scenario was tornado damage to the building, exposing the storage area to extreme water damage. The files are in paper form with, no electronic backup and minimal protection from such a threat.	The paper files in the personnel file storage room should be reviewed for criticality and file retention requirements. An action plan should be implemented to scan to electronic files with offsite backup, with an interim plan to increase protection from water or fire.	HR Dept.	3/28/2014
12.	SCADA provides input to the Water Department as to power outages. It has been determined that if the location of detected power outages could be overlaid onto a city map, it would provide a good indication of areas suffering power outages.	Develop an application to overlay the SCADA input onto a layer of the city GIS mapping showing each lift station or plant that is down.	ITSD, GIS and Deltona Water	In process
13.	A Citizen Call Center was identified as a critical function of the City's EOC. Procedures are understood as to how to quickly establish the call center, however, a permanently wired, or identified site for that call center has not been identified.	Establish and pre-wire, or document immediate connection procedures, for a call center location. NOTE: This could also be used as alternate site for Water Department call center if they need to activate their COOP Plan.	ITSD	3/28/2014
14.	The City Manager is involved in the EOC, but does not have a plan for continuous operations if City Hall were to be unavailable for an extended plan.	Identify an alternate site, and create COOP plan for the City Manager and staff.	City Manager's Office	3/28/2014
15.	HR Department was identified as critical following a disaster. The department does have an emergency response plan but does not have a COOP or an alternate site documented.	Identify an alternate site, and create a COOP plan for the HR Department.	HR Dept.	3/28/2014

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16.	HR is responsible for Volunteers and Donations during EOC activation and has assigned staff to perform this function. They do not, however, have a task list defining priorities and/or possible utilization areas of volunteers.	Develop a task list for Volunteers and donations to aid in the execution of this ESF, including HR coordinating other city employees.	Chief Rogers HR Director	3/28/2014
17.	Finance has a COOP with an alternate site identified as the Water Department building. However this plan has not been tested or exercised.	Finance should conduct an exercise to ensure work could be directed to, and performed at, the Water Department Training room if required.	Finance Department	9/30/2014
18.	A critical part of the Water Department COOP is for recovery of the MUNIS computer application at the vendor, accessed remotely by the finance dept. personnel. This service is contracted for with the vendor, but is not tested or exercised.	A full test of the restoration of MUNIS by the vendor, with access by the Finance Dept. from the Water Department alternate facility should be performed.	Finance Department	9/30/2014
19.	Not all City departments have COOP plans in place. This 2013 CEMP / COOP update project resulted in one additional COOP being developed as well as an Information Technology Disaster Recovery (DR) plan being created for ITSD.	Additional Departments, such as the City Clerk, should review their need for COOP planning. If the department performs functions that are Essential to the support of the Citizens of Deltona in the short term, that department should plan and document a COOP plan.	City Clerk and Individual Department Heads	9/30/2014